

28521 - Conflict Management and Negotiation Techniques

Syllabus Information

Academic year: 2023/24

Subject: 28521 - Conflict Management and Negotiation Techniques

Faculty / School: 108 - Facultad de Ciencias Sociales y del Trabajo

Degree: 428 - Degree in Labour Relations and Human Resources

ECTS: 6.0

Year: 3

Semester: First semester

Subject type: Compulsory

Module:

1. General information

The subject and its expected results respond to the following approaches and objectives:

O1.: To acquire the necessary knowledge to understand the complexity and the dynamic and interrelational nature of work, taking into account its mainly sociological and psychological.

O2.: To train for the application of the theoretical and practical knowledge acquired, in its various fields of action: labor counseling, personnel management and direction, work organization and management and mediation in the labor market, both in the private and public sector.

These approaches are aligned with the following Sustainable Development Goals

(SDGs) of the United Nations 2030 Agenda (<https://www.un.org/sustainabledevelopment/es/>).

Given the cross-cutting nature of the subject and that learning about conflict management can be applied to any field, this subject contributes to the following goals: 3, 5, 8, 9, 10 y 12.

2. Learning results

The subject is divided between the sociology area (3 credits) and the social psychology area (3 credits).

In order to pass this subject, students must demonstrate the following results, in accordance with the following established in the Grade Verification Report:

- To be able to analyze and manage conflict in organizations.
- Be trained in organizational negotiation and labor mediation skills and be able to initiate an integrative negotiation procedure.

3. Syllabus

In accordance with the Grade Report, the contents of this course will be structured around the following thematic blocks:

BLOCK 1. TYPOLOGY, MANAGEMENT AND NATURE OF THE CONFLICT.

- Conflict in organizations.
- Types of conflicts.

BLOCK 2. MANAGEMENT, NATURE AND CHARACTERISTICS OF THE CONFLICT.

- Conflict management.
- Nature and characteristics of the negotiation.

BLOCK 3: THE NEGOTIATION PROCESS

- Characteristics and phases of the process
- Negotiation styles

BLOCK 4: STRATEGIES, NEGOTIATION TECHNIQUES.

- Strategies and tactics in the negotiation process.
- Negotiation techniques.

Through these contents, students will have tools that will enable them to understand the social and labor world and, specifically, conflict management and negotiation.

4. Academic activities

Master class: Expository classes with the group as a whole, in which the theoretical foundations of the subject will be exposed and worked on basically through presentations of the syllabus of the subject.

Practice sessions: Exchanges of ideas, debates, problems, cases on real research material together with exercises on the research process and its elements.

5. Assessment system

Students must demonstrate that they have achieved the expected learning outcomes by means of the following assessment activities.

Students have the possibility to choose between two ways to evaluate their progress and acquisition of competences: **single** or **continuous** assessment. Students must **communicate** to the faculty the **assessment** option they choose to take at during the first month of teaching. It is the responsibility of the student who chooses the single evaluation pathway to contact the faculty.

SINGLE ASSESSMENT:

The test will be held on the official dates within the period established by the Governing Council in the academic calendar for this academic year.

The first part (Type 1) corresponds to the contents developed in the Type 1 hours. It will be assessed by means of a written test and/or short questions. The multiple-choice questions will be corrected with the formula $\text{correct-errors}/N-1$. This first part accounts for 50% of the overall grade.

The second part (Type 2) will be assessed by means of a case study and/or document related to the contents taught in the subject, by means of a written test (case studies, documents related to the theory, etc.). It is taken at the same time as the theoretical test and accounts for another 50% of the final grade.

IMPORTANT: TO PASS the subject, students must pass each of the parts (1 and 2) with a minimum grade of 5. The final grade will be the result of the average of both parts that will be assessed separately at the end of each teaching subperiod for each of the two areas (Sociology and Psychology).

CONTINUOUS ASSESSMENT:

In order to opt for this evaluation method, the teacher may require the participation and attendance to the different class sessions.

Taking into account the distribution of credits-activities, the qualification of the continuous evaluation will be carried out as follows.

1. -Type 1: It will be assessed by means of a written test and/or short questions. The multiple-choice questions will be corrected with the formula of $\text{correct-errors}/N-1$. In the part of short questions, the ability to analyze and apply knowledge to concrete situations will be highly valued. It represents 50% of the final grade.

2. -Type 2: Type 2 activities will be carried out in the classroom, on the dates indicated and in the groups established. They consist of practical exercises, analysis and discussion of cases. Their realization requires both individual and group work, as well as knowledge of theory, as they are focused on closely linking theory and practice. It accounts for another 50% of the final grade.

TO PASS the subject the student must **achieve** in the **evaluation of each type of the teaching activity** (1 and 2) a **minimum grade of 5**. The final grade will be the result of the average of the parts that will be evaluated separately for each of the two areas (sociology and psychology).

According to article 30 of the Learning Assessment Standards Regulations, the use of any irregular practice in the performance of the different exercises and/or tests, and especially everything linked to the use of Artificial Intelligence, will result in a failing grade in the corresponding exercise or test.